

**Inquiry Reasons
For 1/1/2016 - 3/31/2016**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	2
	Disconnection	1
		Total 3
Competitive Local Exchange Carrier		
	Billing	4
	Product Services	1
	Rates/Policies	4
	Service quality/repair	4
		Total 13
Farm Taps		
	Billing	1
	Service quality/repair	1
		Total 2
Gas Distribution Companies		
	Billing	11
	Disconnection	2
	Line extension/upgrade charge	1
	Rates/Policies	3
	Refusal to provide service	5
	Safety	1
	Service quality/repair	2
		Total 25
Intrastate Transmission		
	Billing	2
		Total 2
Investor-Owned Electric Utilities		

**Inquiry Reasons
For 1/1/2016 - 3/31/2016**

Utility Type	Inquiry Reasons	No. of
	Billing	45
	Deposit	1
	Disconnection	21
	Line extension/upgrade charge	2
	Rates/Policies	16
	Refusal to provide service	7
	Safety	2
	Service quality/repair	3
	Total	97
Investor-Owned Water Companies		
	Billing	6
	Service quality/repair	1
	Total	7
Local Exchange Carriers		
	Billing	23
	Disconnection	5
	Line extension/upgrade charge	4
	Rates/Policies	10
	Refusal to provide service	13
	Safety	3
	Service quality/repair	101
	Total	159
Long Distance Carriers		
	Slamming	1
	Total	1
Rural Electric Cooperative Corporation		

**Inquiry Reasons
For 1/1/2016 - 3/31/2016**

Utility Type	Inquiry Reasons	No. of
	Billing	10
	Deposit	1
	Disconnection	7
	Line extension/upgrade charge	2
	Rates/Policies	3
	Refusal to provide service	2
	Service quality/repair	3
		Total 28
Water Associations		
	Billing	2
	Service quality/repair	1
		Total 3
Water Districts		
	Billing	17
	Deposit	1
	Disconnection	7
	Line extension/upgrade charge	2
	Rates/Policies	6
	Refusal to provide service	4
	Service quality/repair	7
		Total 44
		Grand Total 384